




GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of Risk Management



Jed Ross
Chief Risk Officer

MEMORANDUM

TO: All District Government Employees

FROM: Jed Ross, Director/Chief Risk Officer 

DATE: July 13, 2018

SUBJECT: Introducing the District's New Enterprise Risk Management System, "ERisk" & Phase One - Workers' Compensation Claims Management Starting August 1, 2018

I am pleased to announce the launch of the District Government's ERisk System, a Capital Improvement Project which will assist the Office of Risk Management (ORM) in better managing risk matters for the District. ERisk integrates all District Government Agencies in a city-wide effort to report incidents in real time. This exciting development will give a clear process to follow when incidents or accidents occur and quicker resolutions for resulting claims. ERisk will facilitate the collection of data, so we can work together to identify and mitigate District Government risks. To assist in these efforts, ORM looks to partner with you, D.C. Government employees, to report accidents, incidents, or adverse events occurring during the performance of your daily work.

ERisk will roll out in phases. Our first phase and the one currently relevant to you is reporting workplace injuries and incidents within ERisk starting on August 1, 2018. This will be a change in process from how ORM currently manages Public Sector Workers' Compensation Program claims. Instead of filing and processing claims via CorVel, ORM will manage workers' compensation claims filed by D.C. Government employees in-house. In order to file a workers' compensation claim it will be required to file an incident online at <http://erisk.dc.gov> and then complete the necessary claim fields within the system. This change will better assist you, your agency, and ORM in quickly addressing workplace injuries so that employees can receive excellent customer service and medical care. We want to thank you in advance for your understanding and patience as ORM works to ensure there is a smooth transition moving to our new system and new workers' compensation claim process.

ORM will have the following customer service options to answer questions about this change. First, you will be able to call 202-442-HELP (4357) when you would like to file a workers' compensation claim and need assistance in doing so. Second, you can always contact ORM at 202-727-8600 to reach our front desk with questions. Third, you can email help.erisk@dc.gov to ask any questions. Fourth and finally, you can look to <http://orm.dc.gov> to read about updates and guides associated with ERisk and this first phase for workers' compensation claims management.

The quality of ERisk depends on the data all District employees report into the system. To better understand the content and the process ORM is looking for, you will receive additional information from me and members of my team in the future regarding new features and functions impacting the system. I ask you to look at all upcoming information closely and contact ORM with any questions, comments, or suggestions. Thank you for your continued support protecting the city from harm.